



# Introduction of Appointment System for American Citizen Services

The Consulate General in Amsterdam is delighted to announce the introduction of a mandatory appointment system for all non-emergency American Citizen Services cases starting March 3, 2008. Scheduling appointments will reduce lines and wait times for American citizens and will greatly improve our ability to be of service to you. We have also introduced a dedicated queue for American Citizen Services at the Consulate General, which will facilitate entry to the Consulate, and encourage American citizens to take advantage of our new "passport-by-mail" service, see :

[http://amsterdam.usconsulate.gov/passport\\_svcs2.html](http://amsterdam.usconsulate.gov/passport_svcs2.html)

On February 15, 2008, our new appointment system will go live. American citizens and other clients needing to visit the Consulate General to apply for or renew passports, obtain Consular Reports of Birth Abroad, apply for extra visa pages in U.S. passports, receive notarial services (including those related to the Social Security Administration), or receive general advice or other services, will make appointments in advance to receive these services. Our hours of operation will remain the same for American Citizen Services, and we will schedule appointments daily from 8:30 AM until 11:30 AM. Appointments may be scheduled three months in advance.

Normal walk-in hours and procedures will apply until March 3.

The appointment system will ensure shorter wait times, and allow for a more efficient handling of individual cases. Although there may be periods when appointment slots fill quickly due to high demand, such as during school holidays, the Consulate General has a firm commitment to the American community in The Netherlands to make appointments available when needed. For urgent travel needs when no appointment is available, please call the American Citizen Services Unit during our telephone operating hours (1:30 to 4:30 PM), or email us at [USCitizenServicesAMS@state.gov](mailto:USCitizenServicesAMS@state.gov). Emergency cases will still be seen on a walk-in basis from 8:30 AM to 11:30 AM. After-hours, the duty officer can be reached at +31 (0)70 310 2209.

**Appointments are mandatory, starting March 3, 2008. From March 3 to March 31, if applicants appear without having made an appointment in advance, AND THERE ARE UNFILLED APPOINTMENT SLOTS, then they will be admitted.** After March 31, ALL applicants must have appointments, except in emergency cases.

Making, changing, or cancelling appointments is free of charge. Applicants will make appointments over the internet via the Consulate General's website. Each applicant will receive an individual appointment identification number and password, guaranteeing privacy and maximum flexibility in making and cancelling appointments. The appointment system, including detailed instructions on how to make an appointment, can be accessed via our website, at:

[http://amsterdam.usconsulate.gov/hours\\_of\\_operation4.html](http://amsterdam.usconsulate.gov/hours_of_operation4.html)

Summary:	February 15	Appointment system goes online
	March 3 to May 31	Days for which appointments can be scheduled
	March 31	Last day on which those who appear without appointments <b>may</b> be seen, if scheduling allows

Any questions may be directed to us by email at [USCitizenServices@state.gov](mailto:USCitizenServices@state.gov) or by telephone during telephone operating hours (1:30 to 4:30 PM) at +31 (0)20 575 5309.

We very much look forward to seeing you!

**DON'T FORGET TO REGISTER TO VOTE!**

**SEE THE CONSULATE GENERAL'S WEBSITE AT:**

[http://amsterdam.usconsulate.gov/voting\\_information.html](http://amsterdam.usconsulate.gov/voting_information.html)



The Consulate General will be closed on February 18, February 27, March 21, March 24, March 26, April 30, May 1, May 2, May 12, May 26 and May 28. In cases of emergency involving American citizens outside of normal business hours, please call 070-310 2209.

